

<b>Title:</b> TEST ENGINEERING AND EVALUATION DIVISION QUALITY MANUAL  DIVISION CORRECTIVE AND <b>PREVENTIVE ACTIONS</b>	<b>Section:</b> <b>Fourteen</b>	<b>Revision No.:</b> <b>OD</b>	<b>Effective Date:</b> <b>31 JAN 97</b>
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## SECTION 14

### DIVISION CORRECTIVE AND PREVENTIVE ACTIONS

1. General Policy. The Division recognizes that diligent and effective implementation of this corrective action policy is crucial to the success of the quality system. Causes of product and quality system nonconformity's are investigated and corrective actions are implemented to prevent their recurrence. Processes, work operations, quality records, service reports, and customer complaints are analyzed to detect any sources of potential quality problems, and preventive actions are implemented before the problems develop. Controls are applied to ensure that corrective and preventive actions are both effective and implemented in a timely manner.

2. Initiation of Corrective and Preventive Actions. Anyone in the Division may propose initiation of corrective and preventive actions, but only the Division Head and the Quality Assurance (QA) Manager can authorize and request their implementation. Potential corrective and preventive actions that both affect the entire Division and/or pertain to more complex problems and issues are reviewed by the Division Quality Review Board. Corrective and preventive actions may be initiated in response to any of the following:

- a. Identification of product nonconformity
- b. Problems with a process or operation
- c. Noncompliance's observed during audits
- d. Sponsor/Customer complaints
- e. Nonconforming deliveries from suppliers or subcontractors
- f. Employee inputs identifying potential problem areas with quality impacts

Procedure SOP D65-14-01, Division Corrective and Preventive Action, provides a complete list of relevant noncomplying conditions, and describes in detail the rules that apply to initiating a corrective or preventive action.

3. Corrective and Preventive Actions Follow Up. Every corrective and preventive action is followed up by the Division Head or the QA Manager to determine if the action taken has been implemented and has been effective. Corrective and preventive actions that both affect the entire Division and/or pertain to more complex problems and issues are reviewed/followed up by the Division Quality Review Board.

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4. Customer Complaints. All sponsor/customer complaints are routed through QA. All customer complains are recorded in the Customer Complaints Log. Every complaint is evaluated and, if required, is coordinated with the function responsible for the corrective and preventive actions. The sponsor/customer point of contact (program manager or project engineer) and QA are responsible for development and implementation of corrective and preventive actions in response to sponsor/customer complaints. Procedure SOP D65-14-02, Division Sponsor/Customer Complaints, provides detailed instructions.